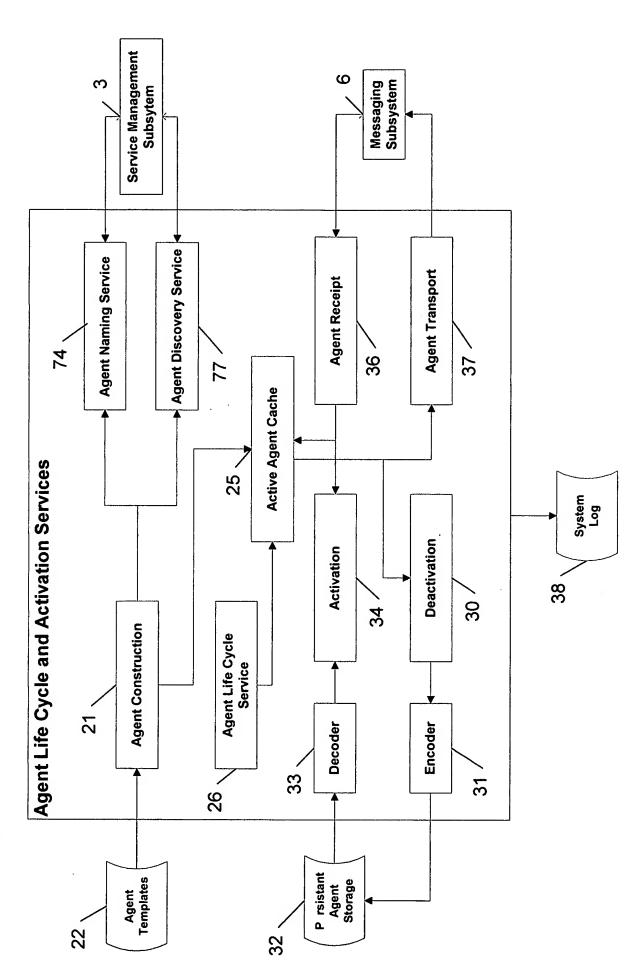


FIG. 2



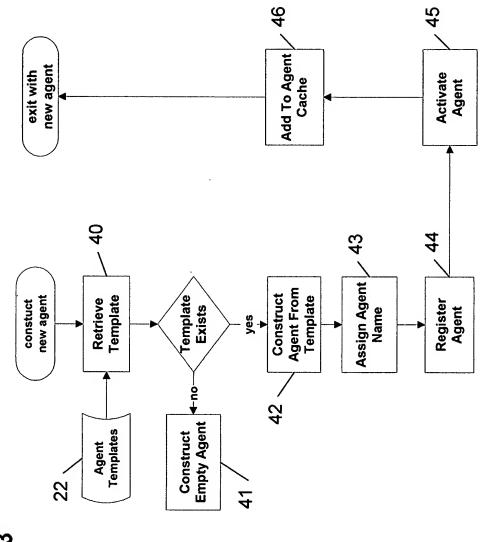
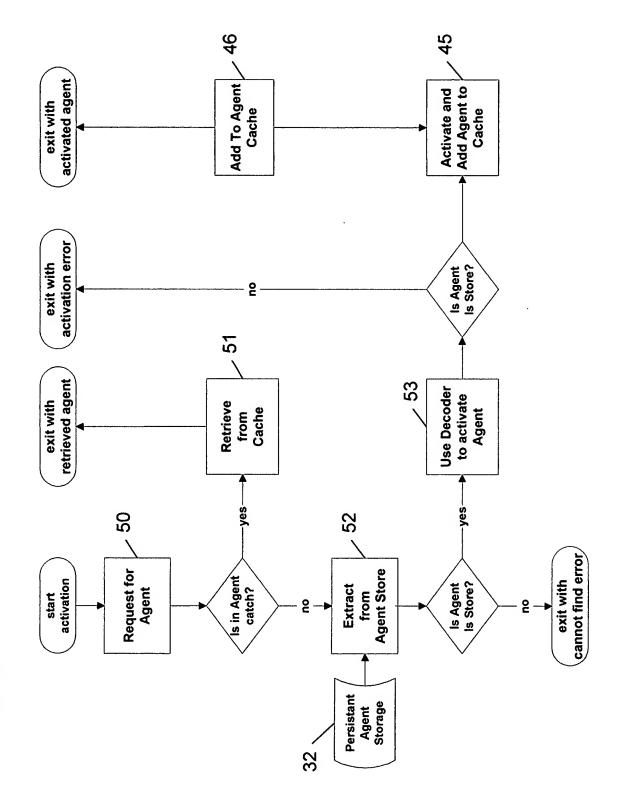
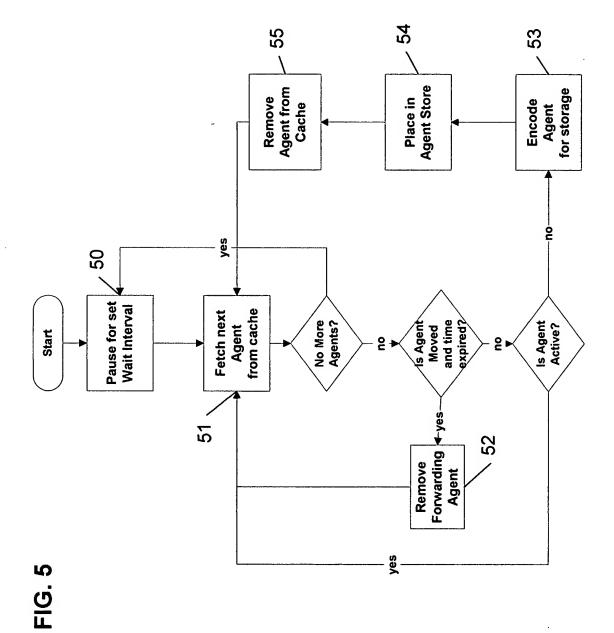
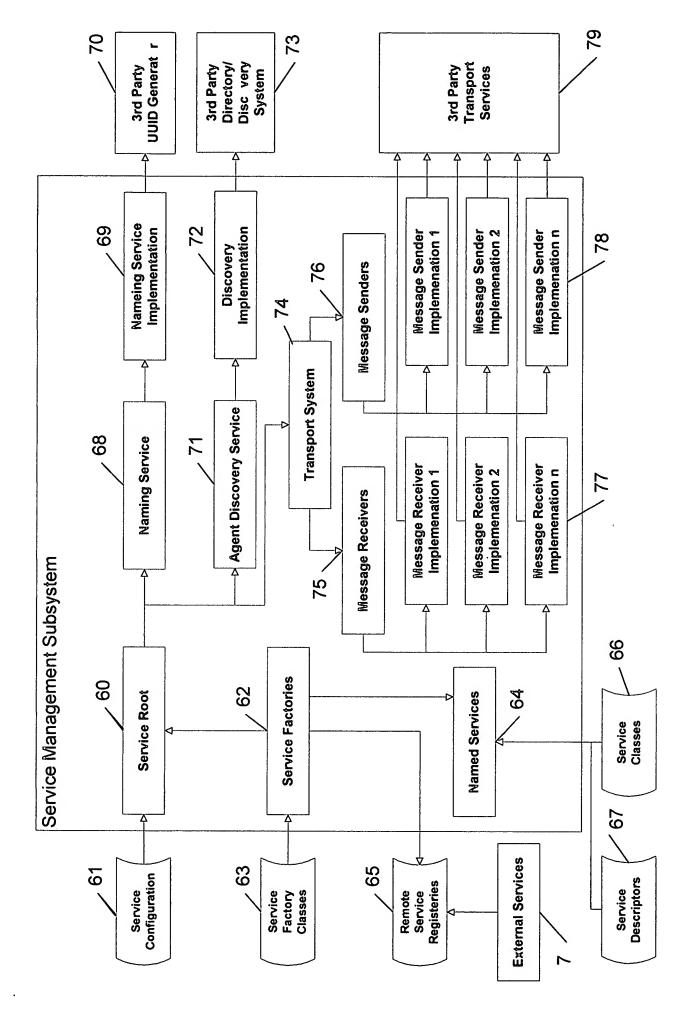


FIG. 3

FIG. 4







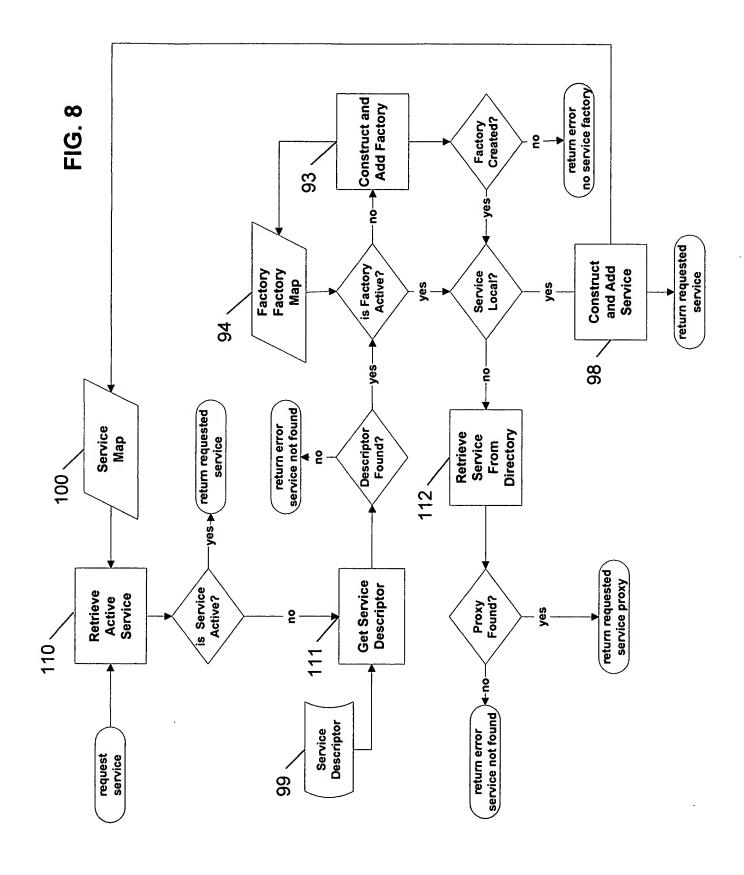
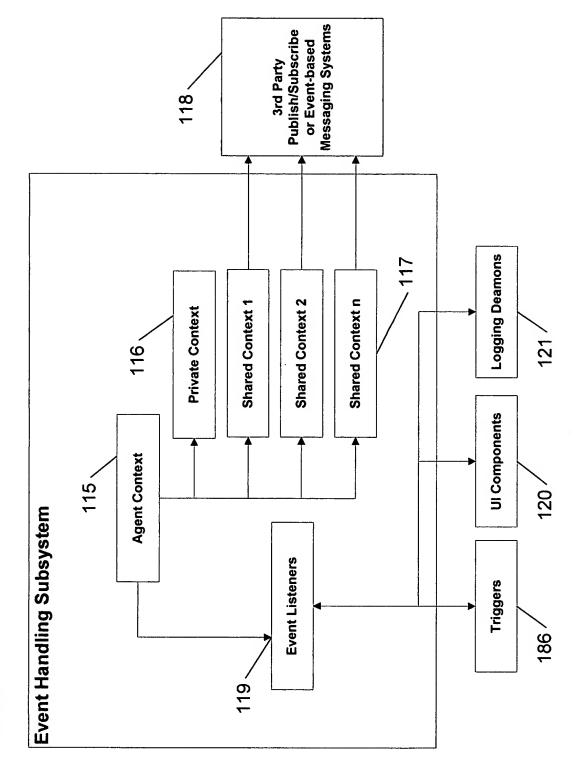
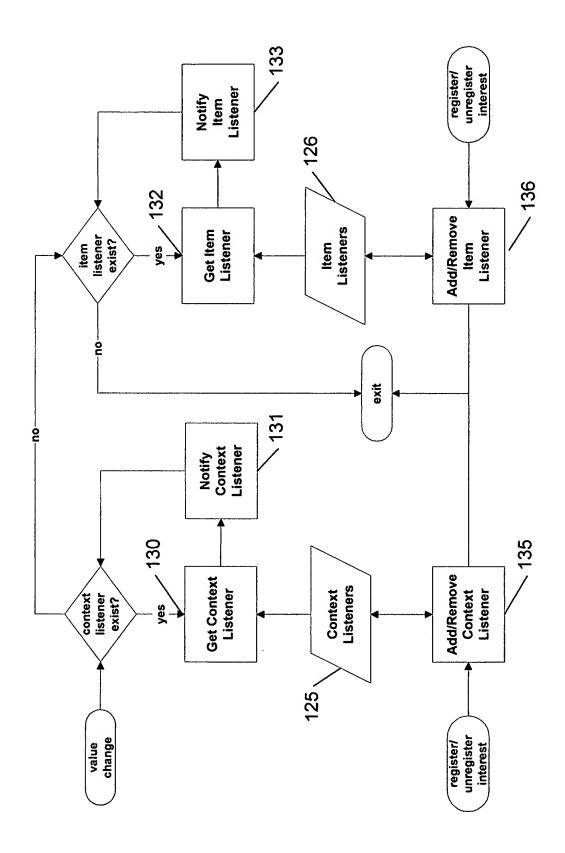
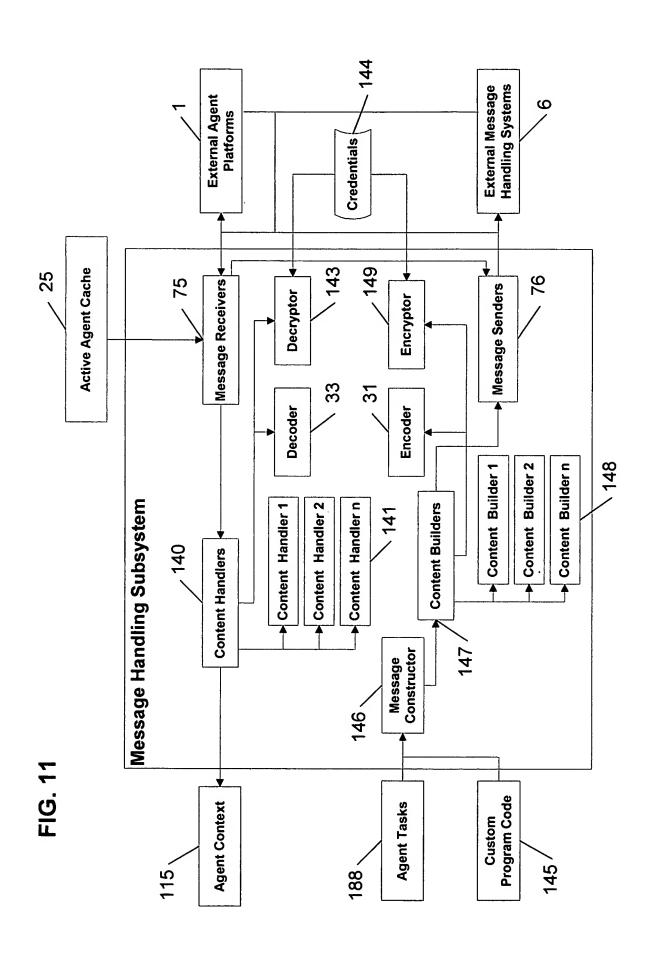
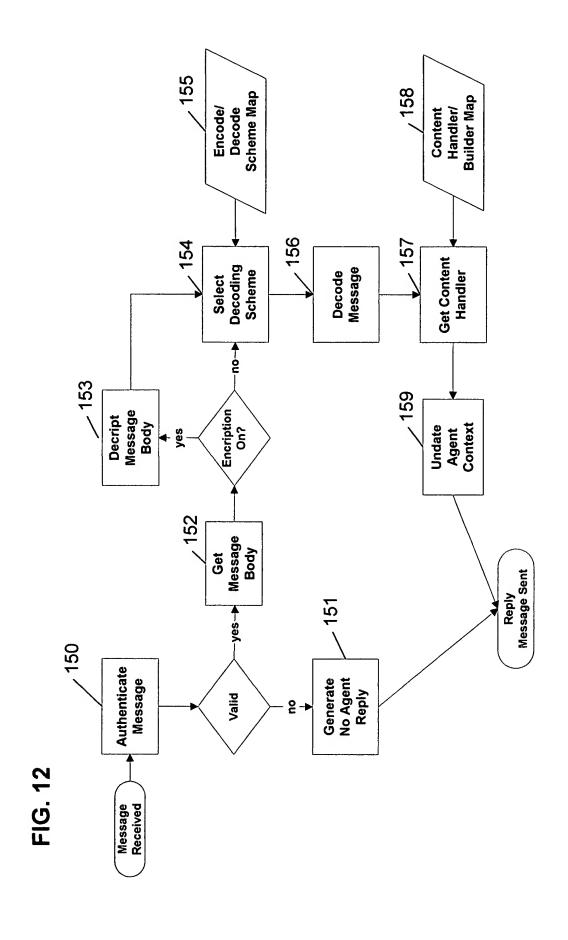


FIG. 9









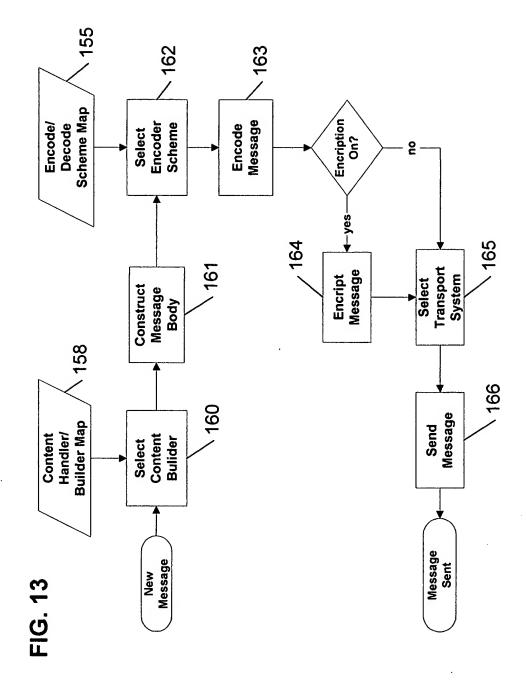
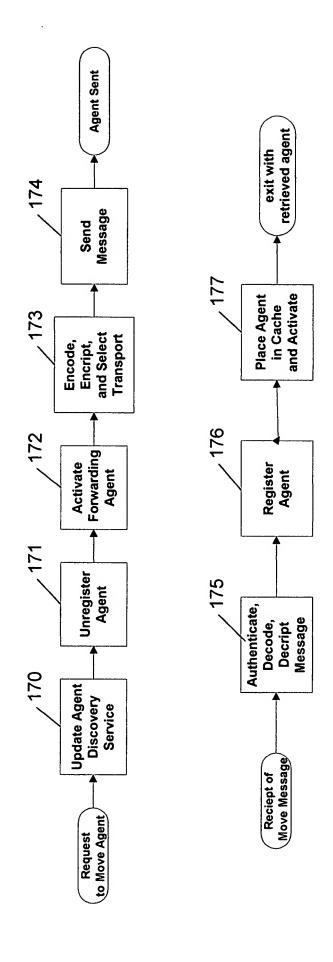


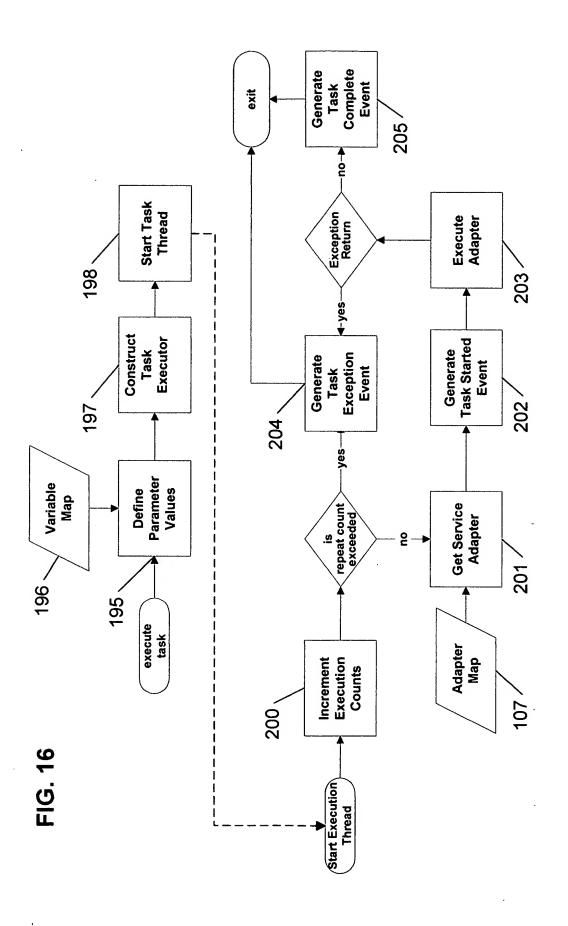
FIG. 14

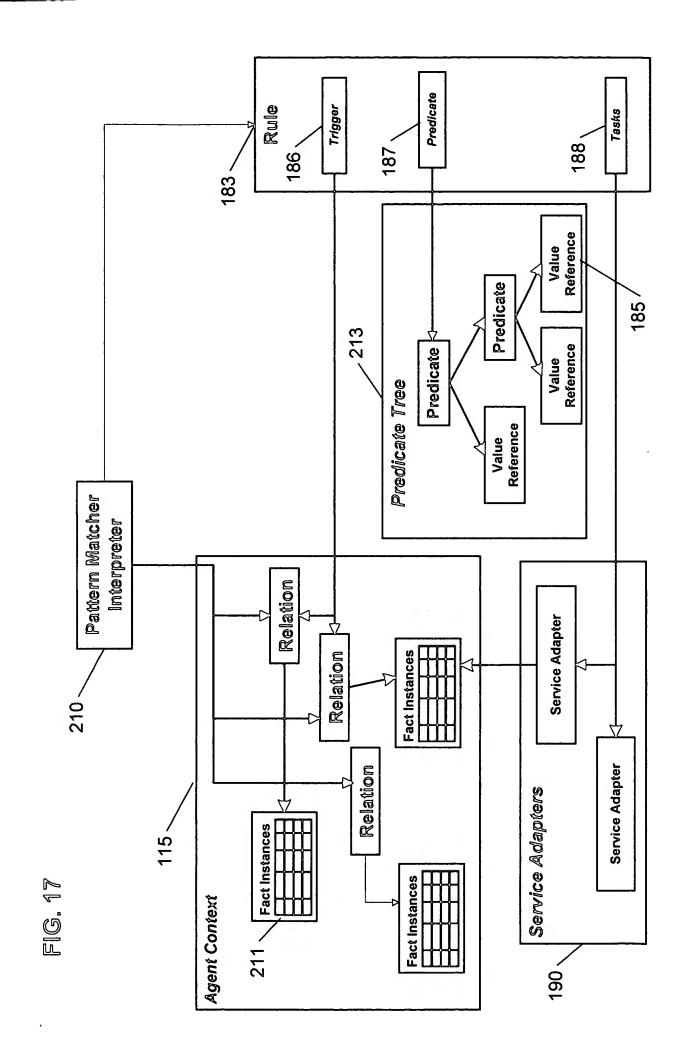


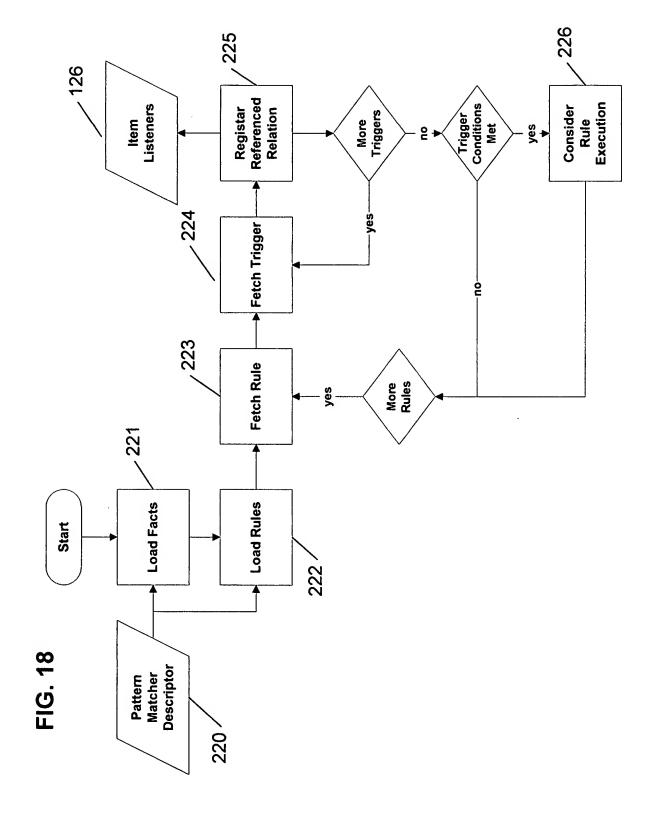
Service Management Subsystem Event Management SubSystem 115 190 **Agent Context** Service Adapter 182 185 184 Reference Value Context Extentions n Extentions 1 Context 189 Variables Trigger Implementation 2 Implementation n Implementation 1 Task Excecution and Inference Subsystem Trigger Trigger Implementation n Interpreter Implementation 2 Implementation 1 181 Interpreter Interpreter **Predicate Triggers** Tasks Interpreter 188 187 186 Rules 183 180

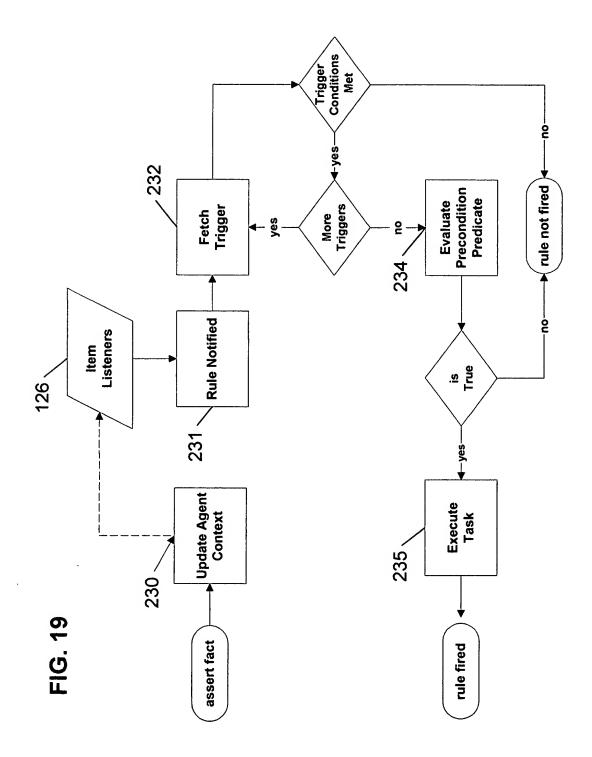
2

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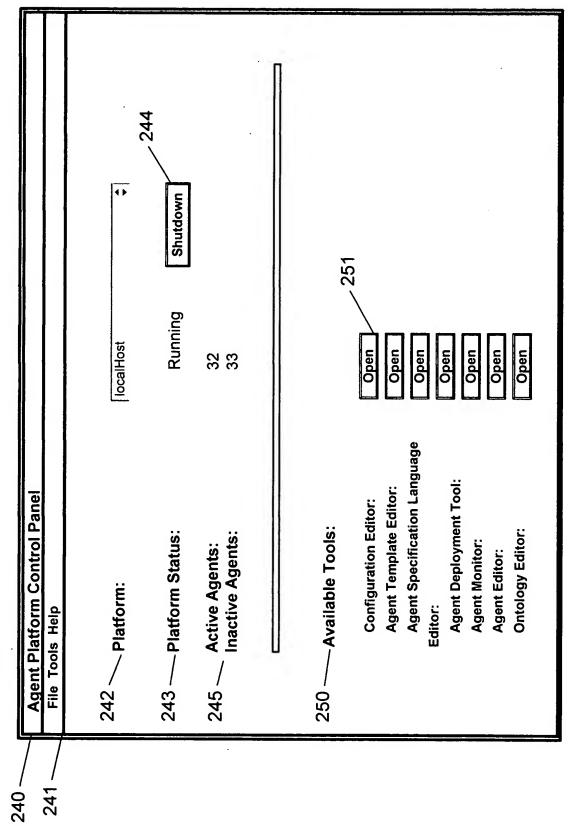








241



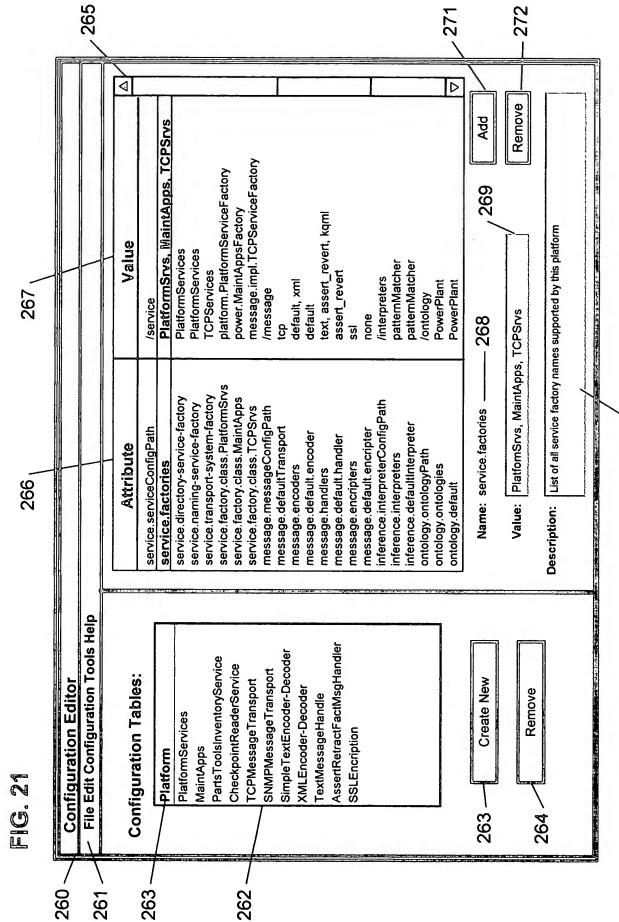
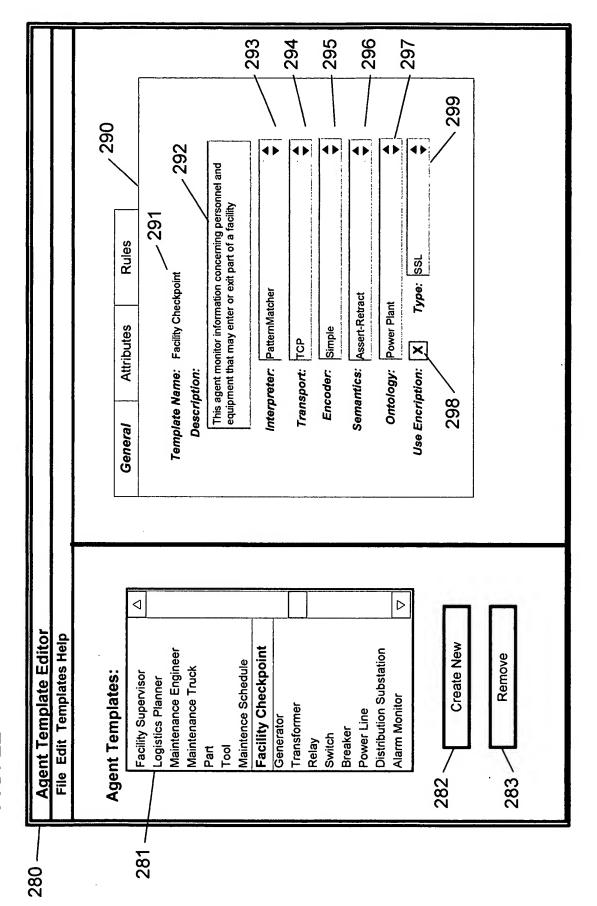
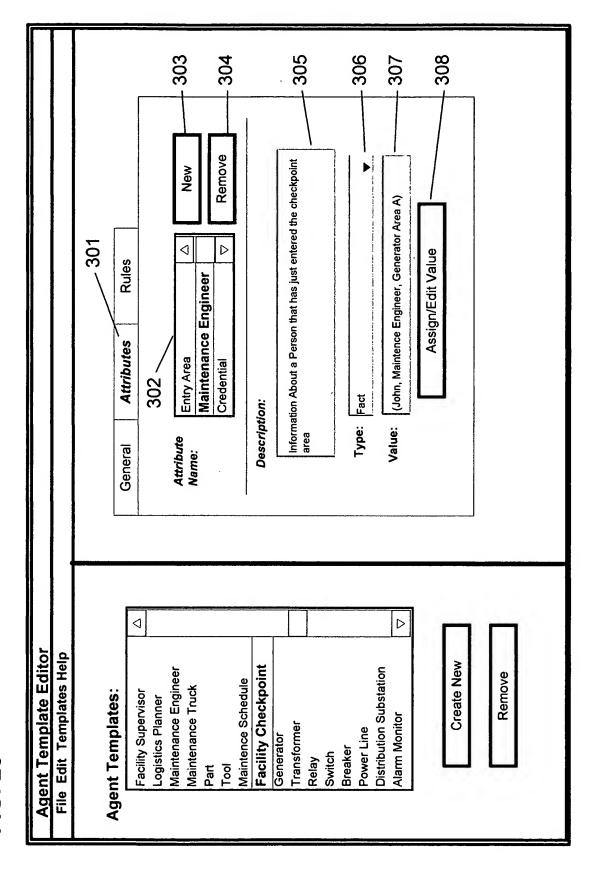


FIG. 22





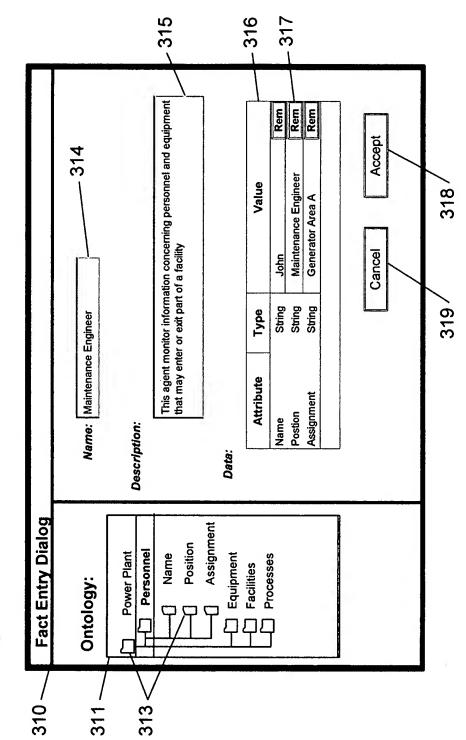


FIG. 24

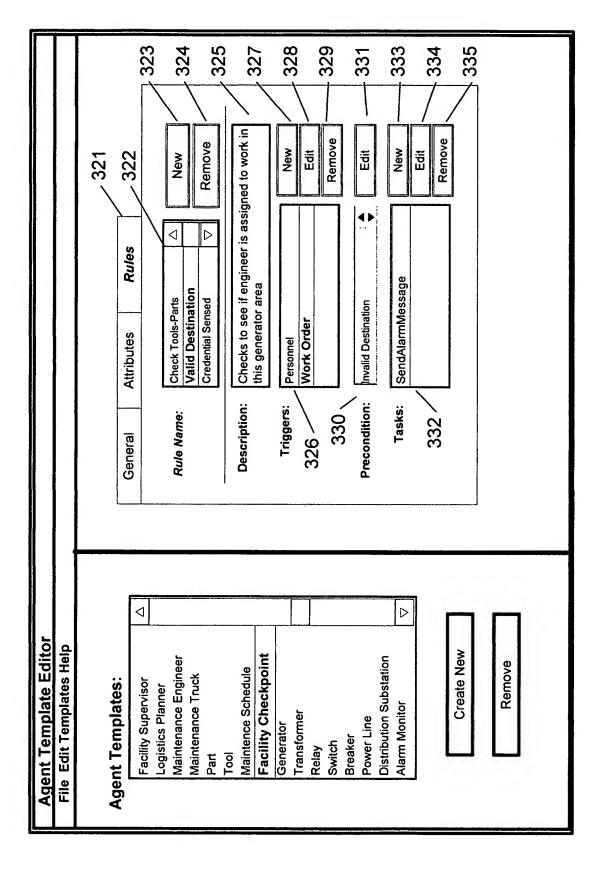
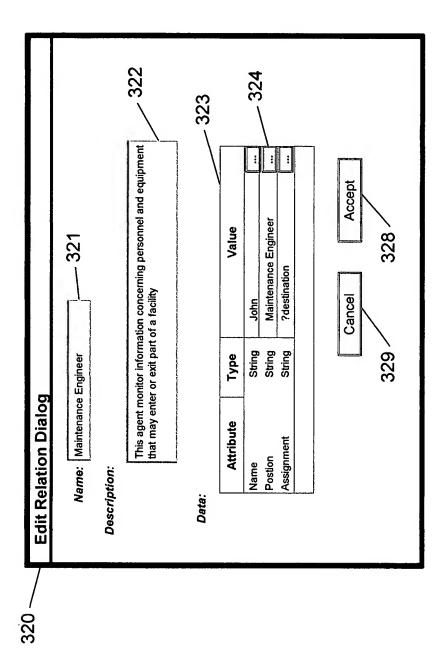


FIG. 26



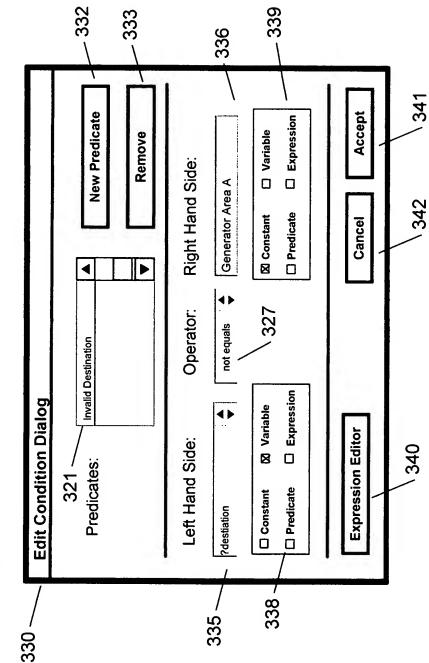
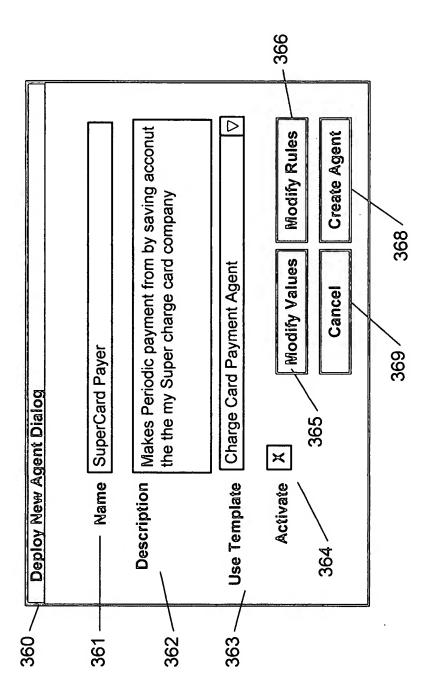


FIG. 27

- 356 Accept 7destination
Entry Violation
Unauthorized Entry Attempted Description: Notify the allarm monitor of engineer arriving at the wrong locaiton 358 Value Cancel ?name 359, String String String Task Name: SendAlarmMessage Platform Services Parameter Send Message Subject Location Type Message **Edit Task Dialog** Provider: Adapter: 345 350 351 353 — 354 — 352 -

FIG. 28

FIG. 29



371 374 Exiit 373 Message Pause Status Adapter Agent Platform Monitor - Task View File View Help Agent Task Events: Time

FIG. 30